



Office Number: 626-407-1970
Email: homedepot@coolerdepotusa.com Web: www.coolerdepotusa.com

14923 Proctor Ave, City of Industry, CA, 91746

Thank you for purchasing from Cooler Depot!

Please make sure that you follow the instructions below in order for us to process your claim.

1: Check if your warranty is still valid.

***Cooking equipment warranty**

Cooler Depot offers 1 year PARTS WARRANTY for Cooking equipment such as Oven range ,Foodcarts ,Bakery EQ ,Warmer ,Cutting machine ,Sink & Hood, Ice Cream machines.

***Refrigerator warranty (ice maker, freezer included)**

Cooler Depot offers 3 years PARTS WARRANTY and 6 years COMPRESSOR WARRANTY for NSFcertified refrigerator, freezer. 1 year PARTS WARRANTY and 2 years COMPRESSOR WARRANTY for none NSF refrigerator, freezer.

******NOTE: Warranty date starts upon arrival date of the unit.
Labor warranty is not included.**

2: Gather all information needed.

In order to process your claim, please fill out the Warranty Claim Form (Which can be found on the last page).

All pertinent information supporting the alleged defect would be needed. Failure to comply with warranty policies will result in voiding claims.

In case of compressor replacement under warranty, either the compressor itself or compressor tag must be returned to Cooler Depot along with above-listed information. If your unit is still in use, we can ship you the compressor only if a deposit of \$250 is paid. And the deposit will be refunded to you once we received the original compressor from you.



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3: Contact us

Once you have all above ready, provide us with Warranty Claim Form through E-mail. And we will get back to you ASAP.

Please note:

Cooler Depot is only obligated to repair or replace damaged parts, or the full unit if we determine that it is necessary. Labor is not covered by this standard warranty. Cooler Depot is not responsible for economic loss, profit loss, or special, indirect or consequential damages, including without limitation, losses or damages arising from food or product spoilage regardless of whether or not they result from refrigeration failure.

All warranties are not transferable. This warranty is not assignable and applies only in favor of the original purchaser to whom the merchandise was delivered to. Any such assignment or transfer shall void the warranties herein and shall void all warranties, express or implied, including any warranty of merchantability or labor coverage for component failure or other the warranty packet provided with the unit. All coverage provided within this warranty is applicable only to the United States, excluding Alaska and Hawaii, and Canada, excluding U.S. Territories.

Cooler Depot is not responsible for any warranty claims made on products sold or used outside the forty- eight states of the United States mainland nor for Canada. Cooler Depot is not responsible for the repair or replacement of any parts that are determined to have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or acts of God.

Cooler Depot is not responsible for the repair or replacement of faulty or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit.



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Warranty Claim Form

Model Number:

Serial Number:

Customer's Name (Shown on Order):

Purchased From:

Order Number:

Date of the unit's arrival:

Best contact number to reach back you at:

Description of the Issue:

Special Request -- Limited Labor Cost Reimbursement Program*:

*For DOA unit, we might provide limited labor cost reimbursement program.

Which is to cover for labor cost for your local technician to fix simple issues. We will cover reasonable cost according to market average pricing.

However, malfunctions due to controller settings issues or any other issues that cause by faulty operation will not get covered.

Please Email the Form to homedepot@coolerdepotusa.com